GOVERNMENT OF INDIA
PETROLEUM AND NATURAL GAS
LOK SABHA

UNSTARRED QUESTION NO:1333
ANSWERED ON:08.03.2007
ADULTERATION IN PETROLEUM PRODUCTS
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Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether the Government proposes to provide petroleum helpline/tollfree telephone facility to customers in view of checking adulteration in petroleum products in the country;

(b) whether the Government is aware that complaint book is not provided at petrol pumps for registering complaints by the customers;

(c) whether the Government proposed to form Joint Teams of Oil Companies, Department of Supply and others departments to check black marketing of petrol, diesel and other petroleum products in every State of the country;

(d) if so, the details thereof; and

(e) the rights given to the customers and also the details of test equipments provided by the Government to check adulteration in every State?

Answer

MINISTER OF STATE IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SHRI DINSHA PATEL)

(a) Oil Marketing Companies (OMCs) have reported that they have no proposal at present to provide helpline/tollfree telephone for customers with a view to check adulteration.

However, the names, designation along with telephone number of the local oil company field officer/local office is displayed at the retail outlet for the customers to approach them for any complaints/assistance.

(b): As per Marketing Discipline Guidelines (MDG), 2005 effective 1st August 2005, a suggestion/complaint book must be maintained at each retail outlet of OMCs and made readily available to customers on demand. A message indicating availability of this book is to be prominently displayed at the retail outlet. Under MDG, 2005, the following penalty has been prescribed in established cases of non-maintenance of the complaint register: -

(i) 1st offence - Fine of Rs 10,000/-

(ii) 2nd offence - Fine of Rs 25,000/-

(iii) 3rd offence - Fine of Rs 50,000/-

(iv) 4th offence - Termination.
(c) & (d): No such proposal is under consideration of this Ministry.

(e): Customer has the right to get delivery of correct quality and quantity of products at right price. The customers are free to register the complaints with retail outlets and the OMCs. OMCs provide the following equipments for use of customers at the retail outlets to check adulteration: -

(i) Filter paper (Whatman 2) to check the quality of Motor Sprit (MS).

(ii) Density kit consisting of hydrometer, thermometer and glass beaker to check the density of Motor Sprit (MS) and High Speed Diesel (HSD) and compare it with the density record maintained.